



IT SUPPORT ASSISTANT

London Studio

JTP is an award winning, international placemaking practice of over 100 talented architects and masterplanners with studios in London and Edinburgh and satellite offices in the UK and overseas.

We are looking for an IT Assistant to work with our IT Manager to provide 1st line support to our users across our two studios as well as provide support to our remote workers.

This busy and varied role entails resolving IT related support issues raised by users through our helpdesk, setting up new users and moving existing users, maintaining user accounts, dealing with software and hardware issues, setting up IT equipment for meetings, organisation and stock control of IT equipment for business trips, desktop and laptop builds, dealing with printer issues and managing consumables, archiving and retrieval, and routine checks of automated reports.

The ideal candidate will be friendly, personable and highly organised with great communication skills and will always be willing to help. With excellent problem solving skills, you will be able to multi-task and work well under pressure.

Candidates will have 3 - 5 years' experience of 1st and some 2nd line desktop support in a busy office environment and good knowledge of Microsoft Windows 7/10 as well as Office 2016/365.

Experience of supporting Apple Mac's and the Adobe Suite would be advantageous. Experience of Windows server / active directory experience is highly desirable.

Experience of working in architecture or creative / professional services is desirable.

JTP is a three star 'extraordinary' Best Company and named a Sunday Times 100 Best Small Company to Work for 2018. We offer a lively, creative environment with great people to work with and a busy and varied role. In return for your enthusiasm and dedication we can offer you a great place to work, competitive salary, 25 days holiday (plus 3 additional days at Christmas), performance related bonus and other benefits.

If you would like to find out more then please send your CV along with a covering letter to:

Janet Lewis
Operations Partner
careers@jtp.co.uk

JTP is an equal opportunities employer and welcomes applications from all sections of the community.

By submitting your application you are providing JTP with your full consent to process, manage and retain your personal information for the purpose of considering you for potential employment. Full details of our Privacy Notice can be found on www.jtp.co.uk/about-us/careers

Find out more about us on <http://www.jtp.co.uk> or follow us on Twitter https://twitter.com/jtp_placemaking